

| L Number | Hits | Search Text | DB | Time stamp |
|----------|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|------------------|
| 1 | 57 | (csr (customer adj service adj representative)) near3 (software program) | USPAT | 2005/01/04 15:11 |
| 2 | 9 | (csr (customer adj service adj representative)) near3 (software program) and web adj (page brow\$3) | USPAT | 2005/01/04 15:12 |
| 3 | 4 | (csr (customer adj service adj representative)) near3 (software) and web adj (page brow\$3) | USPAT | 2005/01/04 16:16 |
| 4 | 1401 | 709/227.ccls. | USPAT | 2005/01/04 16:18 |
| 5 | 1 | 709/227.ccls. and page-push | USPAT | 2005/01/04 16:19 |
| 6 | 27 | 709/227.ccls. and (csr (customer adj service adj representative)) | USPAT | 2005/01/04 16:19 |
| 7 | 9 | 709/227.ccls. and (csr (customer adj service adj representative)) and (web adj (page brows\$3)) | USPAT | 2005/01/04 16:20 |
| - | 1 | 977497.ap. | US-PGPUB; USPAT | 2004/12/21 18:35 |
| - | 268 | 5.838,682 5,848,143 5,884,032 | US-PGPUB; USPAT | 2004/12/21 18:36 |
| - | 3 | ("5838682" "5848143" "5884032").pn. | US-PGPUB; USPAT | 2004/12/21 19:28 |
| - | 2304 | 709/227.ccls. | US-PGPUB; USPAT | 2004/12/21 19:29 |
| - | 25 | 709/227.ccls. and assist\$3 near12 communication\$3 near12 (internet network www) | US-PGPUB; USPAT | 2004/12/21 19:32 |
| - | 13 | 709/227.ccls. and assist\$3 near6 communication\$3 near6 (internet network www) | US-PGPUB; USPAT | 2004/12/21 19:34 |
| - | 9 | 709/227.ccls. and assist\$3 near6 communication\$3 near6 (internet network www) | USPAT | 2004/12/28 16:48 |
| - | 2 | ("5838682" "5848143" "5884032").pn. and software and (internet network) and request\$3 near6 service | US-PGPUB; USPAT | 2004/12/28 16:45 |
| - | 49 | (csr (customer\$3 adj service adj represent\$6) same (internet network www) same assist\$3).ab. | USPAT | 2004/12/30 13:01 |
| - | 1 | (csr (customer\$3 adj service adj represent\$6) same (internet network www) same assist\$3).ab. and (csr (customer adj service adj represent\$6)) near10 (software program) and request\$3 near6 service and (csr (customer adj service adj represent\$3)) near3 (software program) | USPAT | 2004/12/28 19:12 |
| - | 1 | 6205488.pn. | USPAT | 2004/12/28 19:30 |
| - | 13 | ((invit\$3 request\$3 call\$3 ask\$3) same (assist\$3 help\$3 support\$3) same (entit\$3 body individual client\$3 computer\$3 terminal\$3 server\$3 device\$3) same (communication\$3 session\$3) same (internet network www) same brows\$3).ab. | USPAT | 2004/12/30 12:54 |
| - | 1 | (communication session) near endpoint\$3 and (internet netework www).ab. and chat\$3 | USPAT | 2004/12/30 12:57 |
| - | 4 | (csr (customer\$3 adj service adj represent\$6) same (internet network www)).ab. and chat\$3 | USPAT | 2004/12/30 13:01 |
| - | 30 | (csr (customer\$3 adj service adj represent\$6) same (internet network www)).ab. and request\$3 | USPAT | 2004/12/30 14:27 |
| - | 9 | (csr (customer\$3 adj service adj represent\$6) same (internet network www)).ab. and request\$3 and request\$3.ab. | USPAT | 2004/12/30 13:58 |
| - | 8 | (csr (customer\$3 adj service adj represent\$6)) near software | USPAT | 2004/12/30 14:29 |
| - | 33 | (communication near3 session\$3 near4 transport\$3 and (internet network)) and brows\$3 | US-PGPUB; USPAT | 2004/12/30 17:38 |

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|---|----|--------------------------------------------------------------------------------------------|--------------------|------------------|
| - | 15 | connection\$3 near2 details near3 transport | US-PGPUB; USPAT | 2004/12/30 17:40 |
| - | 6 | connection\$3 near2 details near3 transport | USPAT | 2004/12/30 17:41 |
| - | 10 | connection near details and (internet network www).ab. and connection with transport | USPAT | 2004/12/30 17:44 |
| - | 3 | page-push | USPAT | 2005/01/03 13:52 |
| - | 2 | page-push and packet\$3 near12 voice and detail\$3 and detail\$3 and web\$3 | USPAT | 2005/01/04 11:45 |